

**BY ORDER OF THE
39TH AIR BASE WING COMMANDER
(USAFE)**

INCIRLIK AIR BASE INSTRUCTION 90-401

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Special Management

HIGH-LEVEL INQUIRIES

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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This instruction implements Air Force Policy Directive (AFPD) 90-4, *Relations with Congress* and applies to all 39th Air Base Wing personnel in the preparation of responses to high-level inquiries, which include inquiries from Congress, the Department of Defense, or the President of the United States (POTUS). Congressional inquiries are a grievance channel open to all 39 ABW personnel and their family members. High-level inquiries require timely response to the originating office. This instruction establishes the responsibilities of key personnel, standardizes the format and content of the response package, and defines the coordination cycle. This publication does not apply to the Air National Guard (ANG) and the Air Force Reserve and their associated units. Ensure that all records created as a result of processes in this supplement are maintained in accordance with AFMAN 33-363, *Management of Records*, and disposed of in accordance with the Air Force Records Disposition Schedule (RDS) located in Air Force Records Information Management System (AFRIMS): <https://www.my.af.mil/gcss-af61a/afrims/afrims/rims.cfm>. This publication requires the collection and or maintenance of information protected by the Privacy Act (PA) of 1974. The authorities to collect and or maintain the records prescribed in this publication are Title 5, U.S.C., Section 552a. Forms affected by the PA have an appropriate PA statement. System of records notice applies. Use AF Form 847, *Recommendation for Change of Publication*, through appropriate channels when recommending changes.

SUMMARY OF CHANGES

Minor grammatical and typographical changes to correct errors and enhance readability.

1. Responsibilities.

- 1.1. The 39th Air Base Wing Inspector General (39 ABW/IG) is the single point of contact for tasking, coordinating and replying to high-level inquiries.
- 1.2. Responsibility for drafting replies to high-level inquiries rests with the squadron/group commander or wing staff agency (hereafter: agency) chief with the functional expertise to answer the questions posed by the Congressperson.
- 1.3. 39th Air Base Wing Commander (39 ABW/CC) is the approval authority for corrective actions associated with high-level inquiries.
- 1.4. 39 ABW/CC is the release authority for all high-level inquiry responses.

2. The Process.

- 2.1. When the 39 Air Base Wing (39 ABW) receives high-level inquiries (to include Congressional, Presidential, DoD, etc.), they will be processed expeditiously and within the guidelines provided in AFI 90-301, *Inspector General Complaints Resolution*, AFI 90-401, *Air Force Relations with Congress* and this instruction.
- 2.2. In the event a member is contacted directly by an individual from a congressional office, refer that individual to the Secretary of the Air Force Legislative Liaison, Congressional Inquiry Division (SAF/LLI) or the 39ABW/IG office. Immediately inform 39 ABW/IG of the contact.
- 2.3. The 39 ABW/IG will review the inquiry and assign responsibility to the appropriate group, squadron or agency.
- 2.4. The group commander, squadron commander or agency chief prepares the response package.
- 2.5. The group commander, squadron commander or agency chief coordinates the package through the group (if a squadron level inquiry), Staff Judge Advocate (SJA) and Inspector General (IG) office. Squadrons without a Group commander and agencies coordinate their packages through the Wing Vice Commander in lieu of a group commander.
- 2.6. The 39 ABW/IG submits the package to 39th Air Base Wing Commander's Executive (39 ABW/CCE).
- 2.7. The 39 ABW/CCE reviews and forwards the package to 39 ABW/CC for signature.
- 2.8. The 39 ABW/CC signs the package and returns it to 39 ABW/CCE.
- 2.9. The 39 ABW/CCE returns package to 39 ABW/IG.
- 2.10. The IG division will ensure the package is forwarded to the appropriate agencies.

3. Contents of Response Package.

- 3.1. AF Form 1768, **Staff Summary Sheet** (see [Attachment 4](#) for information).
- 3.2. Response letter from 39 ABW/CC to AFPC/DSXI, MAJCOM, DRU or FOA.

3.3. Copy of high-level inquiry.

4. Follow-up Action.

4.1. If the inquiry reveals an actual deficiency, follow-up action is required. The group commander, squadron commander or agency chief determines if the deficiency is a one-time occurrence or if a systemic problem exists.

4.2. The appropriate squadron, group commander or agency chief develops and implements corrective action. The commander or agency chief's actions will be staffed through the appropriate chain of command.

4.3. The 39 ABW/CC is the approval authority for corrective actions.

4.4. Open findings are tracked by the IG and briefed during periodic updates to the 39 ABW/CC. The 39 ABW/CCE establishes wing suspense for the Wing Staff meeting.

CRAIG D. WILLS, Colonel, USAF
Commander

Attachment 1**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

AFI 90-301, *Inspector General Complaints Resolution*, 23 August 2011

AFI 90-401, *Air Force Relations With Congress*, 14 June 2012

Adopted Forms

AF Form 847, *Recommendation for Change of Publication*, 22 September 2009

Abbreviations and Acronyms

39 ABW—39th Air Base Wing

39 ABW/CC—39th Air Base Wing Commander

39 ABW/CCE—39th Air Base Wing Executive Officer

39 ABW/CV—39th Air Base Wing Vice Commander

39 ABW/IG—39th Air Base Wing Inspector General

39 ABW/JA—39th Air Base Wing Judge Advocate

39 CONS—39th Contracting Squadron

39 MDG—39th Medical Group

AFI—Air Force Instruction

AFLOA/JAJM—Air Force Legal Service Agency Military Justice Division

AFPC/DSXI—Defense Finance and Accounting Service

AFPC/MSH—Air Force Personnel Center High Level Inquiries Division

AF/SG—Air Force Surgeon General

DRU—Direct Reporting Unit

FOA—Field Operating Agency

IG—Inspector General

MAJCOM—Major Command

NCO—Noncommissioned Officer

SAF/AQCX—Secretary of the Air Force Chief of Contact Support Division

SAF/IGQ—Secretary of the Air Force Office of The Inspector General, Inquiries Directorate

SAF/LLI—Secretary of the Air Force Legislative Liaison, Congressional Inquiry Division

SJA—Staff Judge Advocate

USAFE/IGQ—United States Air Forces in Europe Inspector General

Attachment 2

ANSWERING HIGH LEVEL INQUIRIES

A2.1. High-level inquiries are normally from Congress, but also include the Department of Defense and the President.

A2.1.1. The governing directive is AFI 90-401, *Air Force Relations with Congress*.

A2.1.2. This instruction directs the procedures for handling inquiries locally.

A2.2. The inquiry is routed through AFPC/DSXI directly to the 39 ABW/IG office with the following exceptions:

A2.2.1. AF/SG routes inquiries concerning quality of medical care directly to the 39th Medical Group (39 MDG).

A2.2.2. AFLOA/JAJM routes inquiries regarding legal actions directly to 39th Air Base Wing Judge Advocate (39 ABW/JA).

A2.2.3. SAF/AQCX routes inquiries about contracting issues directly to 39th Contracting Squadron (39 CONS).

A2.2.4. AFPC/DSXI routes inquiries about personnel matters directly to the 39 FSS.

A2.2.5. If the matter is deemed an IG issue (e.g., allegations of reprisal, restriction, etc), then SAF/LLI takes the matter to SAF/IGQ, and it flows through USAFE/IGQ to 39 ABW/IG for determining whether an investigation is warranted.

A2.3. Responses go back to the tasking agency after being coordinated with the group commander/wing vice commander, SJA and IG and are approved for release by the wing commander.

A2.3.1. Send copies to USAFE/IGQ.

A2.4. Rules of engagement.

A2.4.1. Normal suspense from time of our receipt is 48 hours, which includes time for legal, IG and command section coordination. This gives the unit a day to answer and coordinate through the group commander. Extensions must be requested through the 39 ABW/IG as soon as it is determined the unit needs additional time.

A2.4.2. READ the inquiry and determine what primary issues needs to be addressed or answered. A recommended technique you can use is to make a copy of the letter and highlight specific issues as you read through the inquiry. Often the root issues are buried in an emotional or wordy letter.

A2.4.3. Respond to the issues in the following matter:

A2.4.3.1. The first paragraph should indicate whom the response is to, the complainant's name and the general nature of the complaint.

A2.4.3.2. The second paragraph should be a brief background. Remember the person reading the response doesn't have your knowledge of the person or the situation.

A2.4.3.3. The remaining paragraphs should clearly outline the issues as presented in the inquiry and present a direct, succinct answer.

A2.4.4. Depending on the complexity of the issue, an e-SSS might be required; use your judgment. If required, use the format in [Attachment 4](#). Include any background information in the tabs but understand the only thing sent out is the double spaced draft response.

A2.4.5. Be sure to obtain the complainant's approval to release the information to the inquirer, which may include their parents. Even if the individual appeared to be the author of the letter, in order to protect the information, a third party release will be required. If the individual will not consent, a response will be drafted and the tasking agency will be notified to not release the information.

A2.4.6. The 39ABW/IG will coordinate with the responding agency before making substantial changes. **REMEMBER:** Keep a copy of the package for reference. This will keep from having to recreate the entire package, in the event it gets lost or misplaced.

A2.4.7. Coordinate through the squadron and group commanders and then take the response to the legal office for their review. Call 39 ABW/IG to let them know legal has the package so it can be tracked.

A2.4.8. You may receive the package directly from the command section for a rewrite. Contact 39 ABW/IG when this happens so they can track the progress of the package. Return the corrected package to 39 ABW/IG for final review. Include the initial draft with any edits with the corrected package. **NOTE:** Be sure to update the letter and Staff Summary Sheet with any additional information you may have received since the original package was drafted.

A2.5. Final words of wisdom.

A2.5.1. If you receive a high-level inquiry, contact 39 ABW/IG and email or fax a copy to their office as soon as possible. The 39 ABW/IG may have additional information and needs to know there is an inquiry on base.

A2.5.2. The answer going out of the 39 ABW will be coordinated through both JA and IG. In all cases, the release authority will be the wing commander.

A2.5.3. Responses to high-level inquiries are not usually too difficult to answer but they are time constrained, so work them hard and the 39 ABW/IG will work to get them off base as soon as possible.

Attachment 3

SAMPLE THIRD PARTY RELEASE

Figure A3.1. Sample Third Party Release Letter

| | | | |
|--|---------------|----------------------------------|---------------|
| <div style="text-align: right; margin-bottom: 20px;">(Date)</div> <p>I, (Name, Rank, Last 4 of SSN or DoD ID Number), do/do not hereby authorize release of information to (name of the individual(s) that information will be released), e.g., Congressperson, parents, others requesting information pertaining to specify subject of the inquiry, e.g., separation, discipline, medical treatment, etc. If the individual would like to put limits on what is released, they may do so.</p> <hr style="border: 1px solid black;"/> | | | |
| _____ Signature Block | _____ Date | _____ Witness Signature Block | _____ Date |
| <p>NOTES:</p> <ol style="list-style-type: none">1. Third party release is required even if the individual wrote the letter to the Congressperson, etc. to ensure they know 39 ABW/IG is responding to their correspondence and someone is not using their name. This protects us from releasing personal information inadvertently.2. The witness can be anyone in the unit, but preferably an NCO or above, in a supervisory position.3. Make sure the individual strikes out one of the two options (do/do not). If the individual does not want the information released, it will still be sent to the tasking organization but not released to the Congressperson, etc. | | | |

Attachment 4

STAFF SUMMARY SHEET EXAMPLE INFORMATION

Table A4.1. Minimum coordination required.

| STAFF SUMMARY SHEET | | | | | | | |
|---|-----------|--------|-------------------------------------|-------|------------|-------------------|-------------------------------------|
| | TO | ACTION | SIGNATURE (Surname), GRADE AND DATE | | TO | ACTION | SIGNATURE (Surname), GRADE AND DATE |
| 1 | | | Click to sign | 6 | 39 ABW/IG | Coord | Click to sign |
| 2 | | | Click to sign | 7 | 39 ABW/CCE | Log | Click to sign |
| 3 | | | Click to sign | 8 | 39 ABW/CC | Release | Click to sign |
| 4 | Group/CC | Coord | Click to sign | 9 | 39 ABW/IG | Action | Click to sign |
| 5 | 39 ABW/JA | Coord | Click to sign | 10 | | | Click to sign |
| SURNAME OF ACTION OFFICER AND GRADE | | | SYMBOL | PHONE | | TYPIST'S INITIALS | SUSPENSE DATE |
| SUBJECT Congressional, Presidential, etc. Inquiry | | | | | | | DATE |
| <p>SUMMARY</p> <p>ISSUE: Respond to inquiry from name of Congressperson with state in () or name of official and title regarding name of complainant, unit, and general nature of issue, e.g. separation, Article 15, son/daughter's well-being.</p> <p>BACKGROUND: Briefly present the events leading to the inquiry. Use tabs to provide documentation or more in-depth information.</p> <p>DISCUSSION: Describe the thought process used to arrive at the answer and provide any additional information in the tabs to support the discussion.</p> <p>CONCLUSION(s): Address any conclusions that you might draw. If none, leave this section out.</p> <p>RECOMMENDATION: 39 ABW/CC approve release of draft response at Tab 1 (item for approval or signature should always be at Tab 1).</p> <p> </p> <p>//SIGNED//</p> <p>Signature block of person who prepared SSS 3 Tabs</p> <ol style="list-style-type: none"> 1. Draft Response to Congressional Inquiry 2. Third Party Disclosure statement 3. Congressional Inquiry | | | | | | | |